

FIG. 1

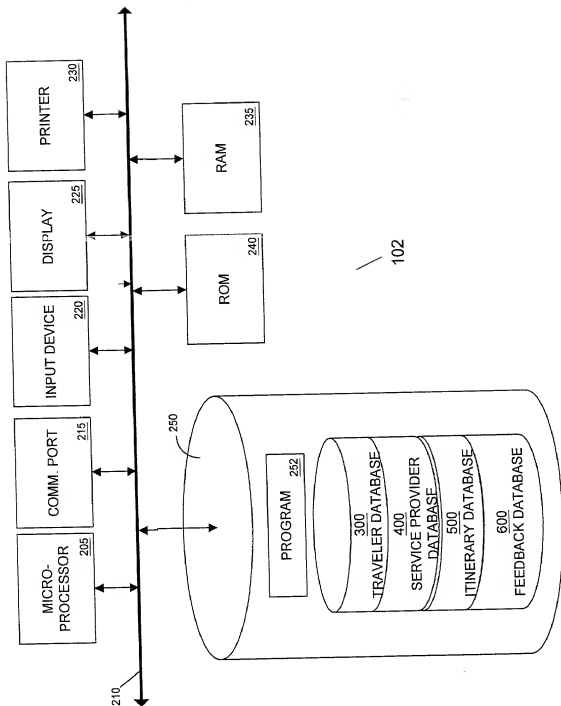


FIG. 2

TRAVELER IDENTIFIER	TRAVELER NAME	CONTACT INFORMATION	TRAVEL ORGANIZATION	TRAVEL PREFERENCES
		302	304	310
T1001	JENNIFER JAMES	32 GARDEN RD. NEWTOWN, USA	COMPANY HQ	United Air, Aisle seat, vegetarian meal
T1002	MIKE SMITH	MSMITH@ISP.COM	R&D GROUP	American Air, FF# 123455; Aisle; Marriott Hotel
T1003	JAMES WHITE	JWHITE@COMP.COM	WASHINGTON OFFICE	Aisle seat; non-smoking
T1004	SUSAN STONE	STONE@COMP.COM	LATIN AMERICA OFFICE	United Air, Hertz Rental car, Marriott Hotel
T1005	KEVIN DOWNS	KEVIN@COMP.COM	COMPANY HQ	non-smoking

FIG. 3

SERVICE PROVIDER IDENTIFIER	SERVICE PROVIDER NAME	CONTACT INFORMATION	SERVICE PROVIDER TYPE
402	404	406	408
S1001	UNITED AIRLINES	32 Garden St Anytown, MI	AIRLINE
S1002	LUFTHANSA	msmith@lufthansa.com	AIRLINE
S1003	HERTZ	ljones@hertz.com	CAR RENTAL
S1004	BUDGET	111 Main St Boca Raton, FL	CAR RENTAL
S1005	MARRIOTT HOTEL	kmason@mariott.com	HOTEL
S1006	HOLIDAY INN	45 Elm St. New York, New York	HOTEL
S1007	QUINCY TRAVEL SERVICES	121 University Fremont, CA	TRAVEL AGENCY

FIG. 4

ITINERARY IDENTIFIER	TRAVELER IDENTIFIER	TRAVEL START DATE	TRAVEL COMPLETE DATE	SERVICE PROVIDER/ DETAILS	SERVICE PROVIDER/ DETAILS
I1001	T1003	10/1/00	10/3/00	S1001 (Flt 800; NEW to MSP R/T; Seat 22C)	S1005 (2 nites; Airport hotel; nonsmoking)
I1002	T1001	10/5/00	10/10/00	S1007 (conf. number 22)	S1001 (Flt 121; From JFK to SEA R/T; Seat 10A)
I1003	T1002	10/15/00	10/16/00	S1003 (Pickup at MSP; Midsize)	S1006 (Midtown; 1 nite; king bed; nonsmoking)
I1004	T1003	10/17/00	10/29/00	S1002 (Flt 87; From JFK to FRA R/T; Seat 11A)	S1005 (FRA downtown; twin beds; nonsmoking; 9 nites)
I1005	T1004	10/21/00	10/31/00	S1001 (Flt 10; From DFW to LAX R/T; Seat 9b)	S1006 (77 Main Street; nonsmoking; 9 nites)

FIG. 5

FEEDBACK IDENTIFIER 602	TRAVELER IDENTIFIER 604	DATE RECEIVED 606	DATE CLOSED 608	SERVICE PROVIDER FEEDBACK DETAILS 610a	SERVICE PROVIDER FEEDBACK DETAILS 610n
F1001	T1003	10/5/00	10/5/00	S1001 (Avg; Hi; Low; Avg; On Time; Yes; Yes; No; No Comments)	S1005 (Avg; Hi; Hi; Low; n/a; Yes; Yes; Yes; Yes; No; No Comment)
F1002	T1001	10/14/00	10/15/00	S1007 (Avg; Avg; Correct; Yes; Yes; No; No Comment)	S1001 (Low; Low; Low; Avg; Late; No; No; Yes; the flight was 6 hours late and my luggage was lost)
F1003	T1002	10/19/00	10/19/00	S1003 (Avg; Avg; hi; Avg; No; No; Yes; No; My car did not start the second day I had it and no substitute was available)	S1006 (Avg; Avg; Avg; Avg; n/a; Yes; Yes; Yes; Yes; No; No Comment)
F1004	T1003	10/31/00	Open	S1002 (Hi; Hi; Hi; Hi; On time; Yes; Yes; No; The flight crew on the flight was fantastic and extremely helpful. Good job!)	S1005 (Low; Low; Low; Poor; No; No; No; No; Yes; This hotel is located in a dangerous part of town and is extremely low quality for the price. We should use another provider or another location when we travel to this city.)
F1005	T1004	11/4/00	11/9/00	S1001 (Avg; Avg; Avg; Avg; Avg; On time; Yes; Yes; no; No comment)	S1006 (Hi; Excellent; Avg; Excellent; n/a; Yes; Yes; Yes; Yes; No; No Comment)

FIG. 6

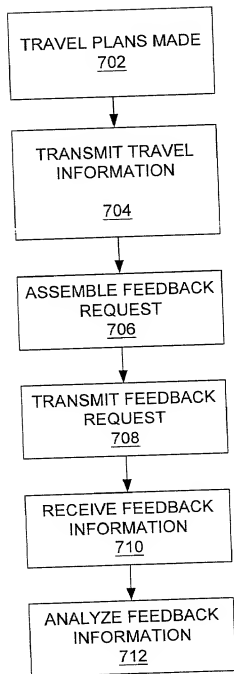


FIG. 7

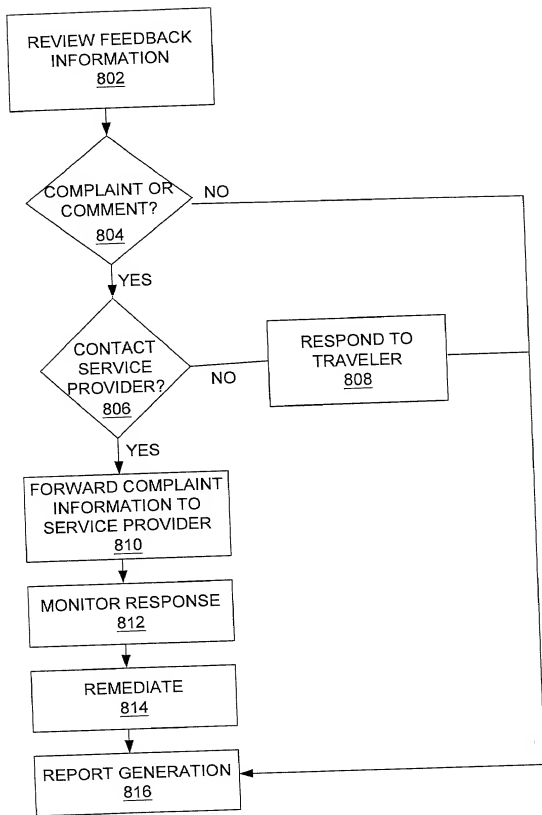


FIG. 8

Carlson Wagonlit Travel Agency - Details - Microsoft Int...

Rate Travel Agency Details

Travel Agency: Carlson Wagonlit Travel

Your Rating

Friendliness and Professionalism of CWT Travel Counselors:

 Efficiency of CWT Travel Counselors:

 Accuracy of Travel Arrangements:

 Was your travel profile accurately entered?

 Did you receive your tickets on time?

 Did you need to contact CWT customer service?

 ...the After-Hours Emergency Service Center?

 Do you agree that this supplier is Siemens preferred?

 Do you want Carlson Wagonlit Travel to respond?

Comments: *Required, if YES

Your comments may not exceed 500 characters.

FIG. 9A

US AIRWAYS US 2614 - Details - Microsoft Internet Ex...

Rate Air Details

Flight: US AIRWAYS US 2614

 Date: 01/03/01

 Departure: BDL - HARTFORD BRADLEY

 Destination: BWI - BALTIMORE

 Aircraft: Boeing 737-200

Your Rating

Speed of Check In:

 Friendliness of Ground Staff:

 Friendliness of Flight Attendants:

 Quality of Meal:

 Satisfaction level with Type of Aircraft:

 Departure / Arrival Time:

 Did you receive your preferred seat?

 Do you agree that this supplier is Siemens preferred?

 Do you want this travel supplier to respond?

Comments: *Required, if YES

Your comments may not exceed 500 characters.

FIG. 9B

HAMPTON INNS HAMPTON INN HIGH POI - Details - ...

Rate Hotel Details

Hotel: HAMPTON INNS HAMPTON INN HIGH POINT
 Address: 10066 S MAIN ST HIGH POINT/ARCHDALE NC 27263
 Phone: 336-434-5200
 Check In - Out: 01/03/01 - 01/06/01
 Rate: 73.00 USD / night

Your Rating

Friendliness of Front Desk Staff:

Speed of Check In:

Speed of Check Out:

Cleanliness of Room During Stay:

Hotel Restaurant's Food Quality:

Was your reservation in order?

Was everything in working order?

Was this hotel close to your business location?

Is this travel supplier Siemens appropriate?

Do you want this travel supplier to respond?

Comments: * Required, if Yes

Your comments may not exceed 500 characters.

FIG. 9C

NATIONAL CAR - Details - Microsoft Internet Explorer

Rate Car Details

Company: NATIONAL CAR
 Pick Up: GREENSBORO HIGHPT, NC (on 01/02/01 at 10:46a
 Drop Off: GREENSBORO HIGHPT, NC (on 01/06/01 at 9:30a
 Car Type: Car, Intermediate
 Rate: Rate is USD 90.00, 300 free miles per day, BR

Your Rating

Friendliness of Staff:

Speed of Pick Up Procedure:

Speed of Drop Off Procedure:

Cleanliness of Rental Car:

Was your car in working order?

Was your reservation in order?

Do you agree that this supplier is Siemens preferred?

Do you want this travel supplier to respond?

Comments: * Required, if YES

Your comments may not exceed 500 characters.

FIG. 9D

SIEMENS Shared Services - Travel Management - Traveler Feedback - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://travel.sc.siemens.com/act/act_feedback.cfm?ip_ID=174438Name=NICKIEWICZ

SIEMENS
Travel Management Business Travel Feedback

Dear MICHAEL A NICKIEWICZ,

Please rate your overall level of satisfaction on your recent business travel from 01/03/01 to 01/06/01. You may also rate every travel supplier in detail. Do this by clicking "Rate Details" on the right.

Notes: Please be aware of last minute changes not receiving consideration in our stored itinerary. If any travel arrangements did not apply, please select "N/A". If you select "Poor" as your overall level of satisfaction, we would like you to rate the specific travel supplier in detail. The same window will appear that you would get by clicking "Rate Details".

Travel Agency

Travel Agency	Overall Level of Satisfaction	Rate Details
CARLSON WAGONLIT TRAVEL	Good	Rate Details

Air

Airline	Flight	Date	From - To	Overall Level of Satisfaction	Rate Details
US AIRWAYS	US 2614	01/03/01	BOL - BWI	Good	Rate Details
US AIRWAYS	US 3035	01/03/01	BWI - GSO	Good	Rate Details
US AIRWAYS	US 8064	01/06/01	GSO - BWI	Good	Rate Details
US AIRWAYS	US 2623	01/06/01	BWI - BOL	Good	Rate Details

Hotel

Hotel	Check In	Check Out	Overall Level of Satisfaction	Rate Details
HAMPTON INNS HAMPTON INNS HIGH PT	01/03/01	01/06/01	Good	Rate Details

Car

Rental Company	Location	Car Type	Date	Overall Level of Satisfaction	Rate Details
NATIONAL CAR	GREENSBORO HIGHPT	Car, Intermed	01/03/01	Good	Rate Details

General comments

General comments:

Your comments may not exceed 500 characters.

Siemens OC

Please select your Siemens OC:

FIG. 9E